WELCOME

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FirstNet is the nationwide public safety broadband network, services and solutions that are dedicated to First Responders and those that support them.

It is more than a network, including advanced services, applications and purpose-built devices.

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BUILT FOR YOU. INSPIRED BY YOU.

Over 100 years in emergency response solutions.

March 2010

FCC follows the 911 Commission's recommendation to create a nationwide public safety network.

First Responder Network Authority

February 2012

The FirstNet Authority was authorized to develop and oversee the dedicated nationwide network for first responders.

March 2017

AT&T awarded contract to provide the capabilities for FirstNet to be built.

December 2017

All U.S. states & territories opt in.

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Today

We are developing the tools that advance public safety with you.

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LEARN ABOUT PRIMARY USER TYPES

ONE COMMUNITY. TOGETHER.

PRIMARY

Fire
Law Enforcement
EMS
PSAP
EMA

EXTENDED PRIMARY

Healthcare
Utilities
Transportation
Others

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EXPLORE FIRSTNET

Your essential communications tool

Security

Coverage

Devices

Control

Innovation

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Customer Care
800-574-7000

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Response Operations

“Our network is now the critical link for all public safety as they protect America. Our support for public safety is no longer an elective opportunity. It is an imperative obligation.”

OBJECTIVE: Be public safety's direct partner for all FirstNet needs, whenever they need it.

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Autumn 2017

CHALLENGES OF STORM SEASON 2017

- **Multiple Emergencies — Multiple Resource Requests**
- **Lack of Coordination with State/Federal Agencies**
- **Coordination in State EOC’s**
- **No Authority to Deploy with First Line Response Assets**

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2018 and Beyond

Actions: Respond to every State Emergency Operations Center (EOC) activation. Serve as the primary link between public safety needs and FirstNet assets.

FirstNet Response Operations

FirstNet Response Operations Director

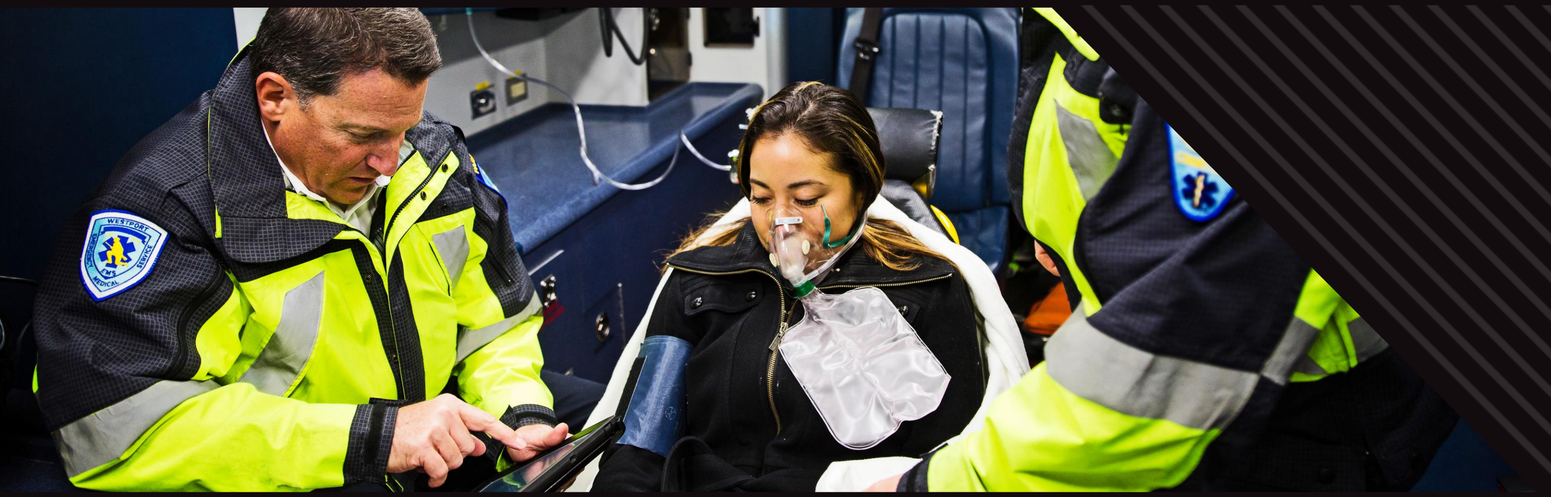
- National level director for all FirstNet Emergency Operations
- Oversees implementation of the Emergency Operations Plan and Resource Mobilization Plan
- Direct relationship with FirstNet, First Responder Network Authority and AT&T leadership

FirstNet Response Operations Manager

- Regional managers have responsibility for regional states or territories.
- Regional Manager responsible for all federal, tribal, and the District of Columbia
- Oversees State OEM Director relationship, Liaison placement in state and local EOC’s, and training.

FirstNet Response Operations State Liaison

- Primary liaison assigned to the state EOC
- Serve as the FirstNet representative within the Communications Emergency Support Function
- Attends all trainings and EOC activations
- Local liaison will be designated on case by case basis



RESPONSE OPERATIONS SCENARIO

LOCAL RESPONSE

Houston, Texas

Credit

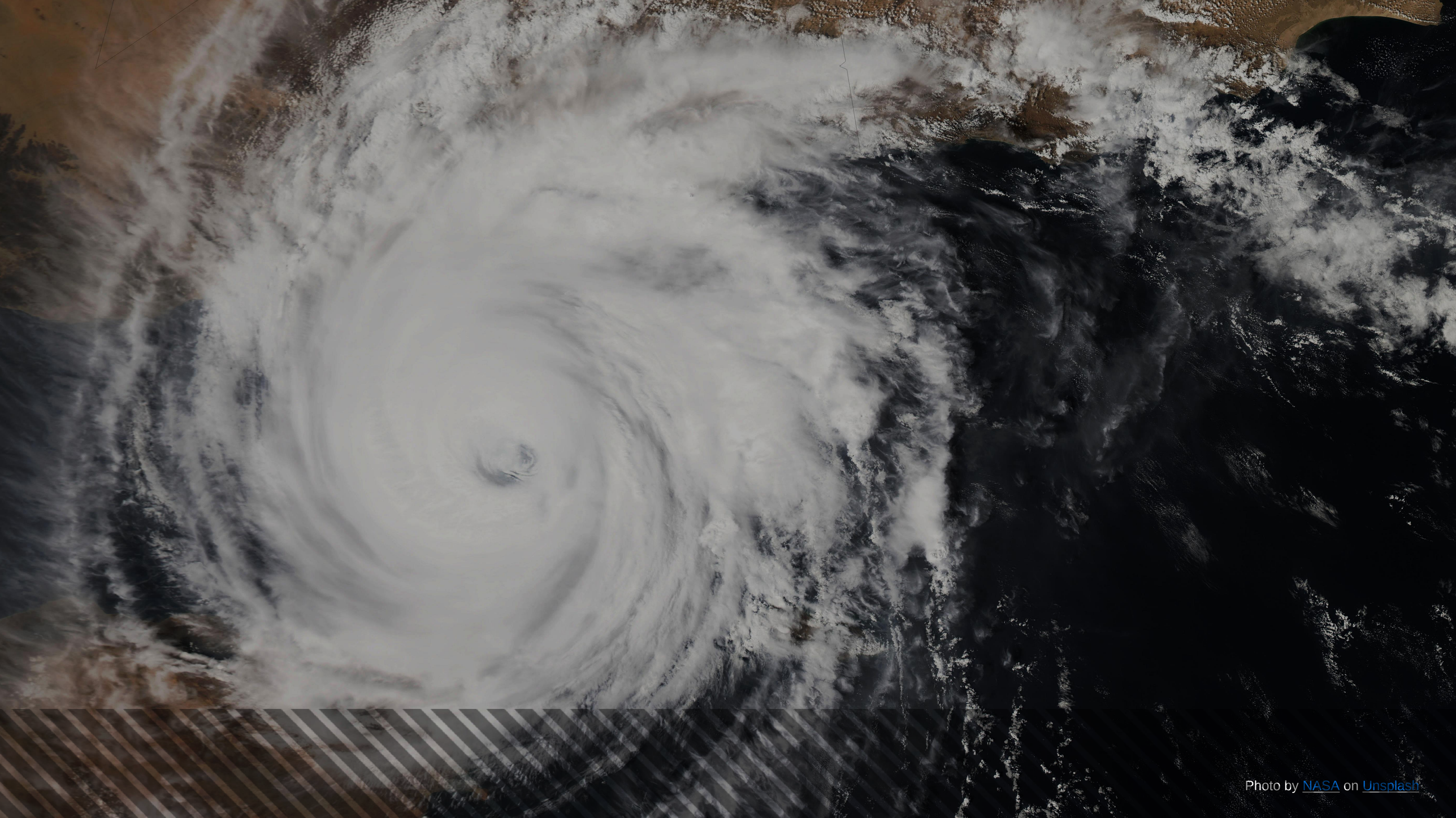


Photo by NASA on Unsplash

Government Response

GOVERNMENT RESPONSE

Houston, Texas

Credit

Photo by David Everett Strickler on Unsplash

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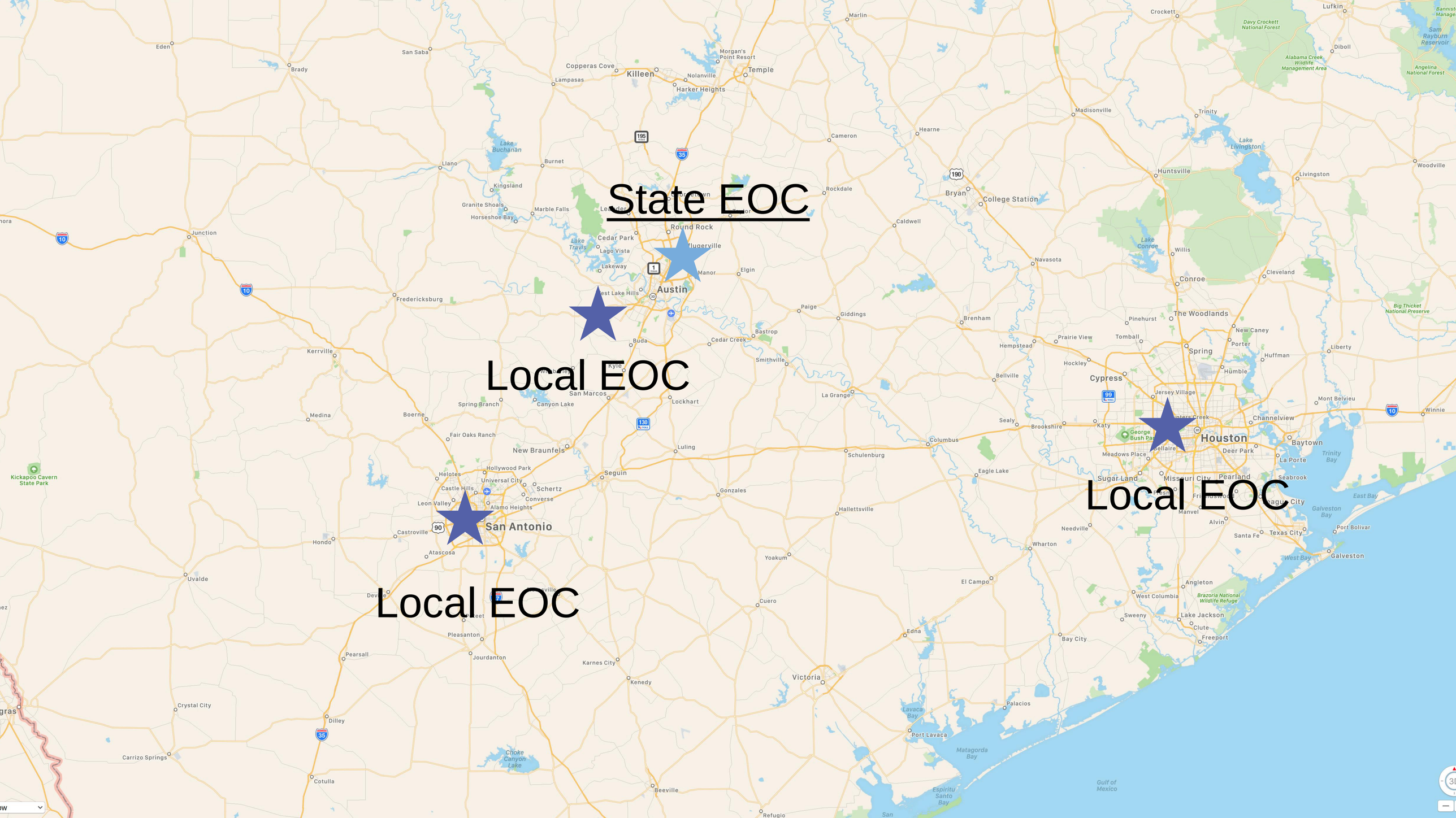
State EOC
Local EOC
Local EOC
Local EOC
Austin
San Antonio
Houston

FIRSTNET ACTIONS

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FIRSTNET EMERGENCY OPERATIONS

State or Local Liaison

Regional Area Manager

National Director

Houston

Local Liaison (In Houston EOC)

Reports to State Liaison (In State EOC)

San Antonio

Local Liaison (In San Antonio EOC)

Reports to State Liaison (In State EOC)

Photo by Helloquence on Unsplash

Travis County

Local Liaison (In Travis County EOC)

Reports to State Liaison (In State EOC)

Photo by Tim Gouw on Unsplash

Texas State EOC

State Liaison (In State EOC)

Reports to Region 6 Area Manager

Photo by rawpixel.com on Unsplash

Region 6 Area Manager

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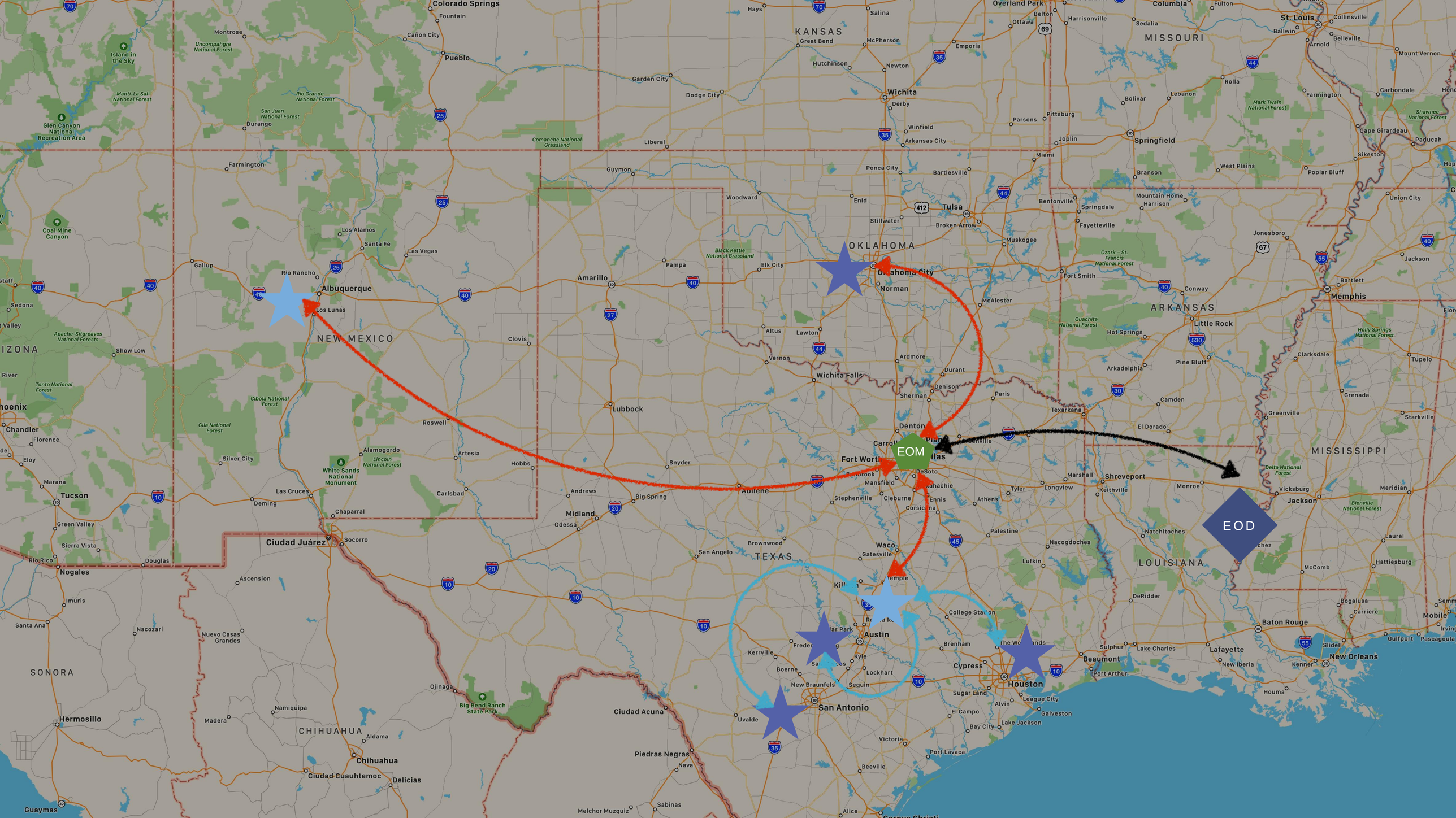
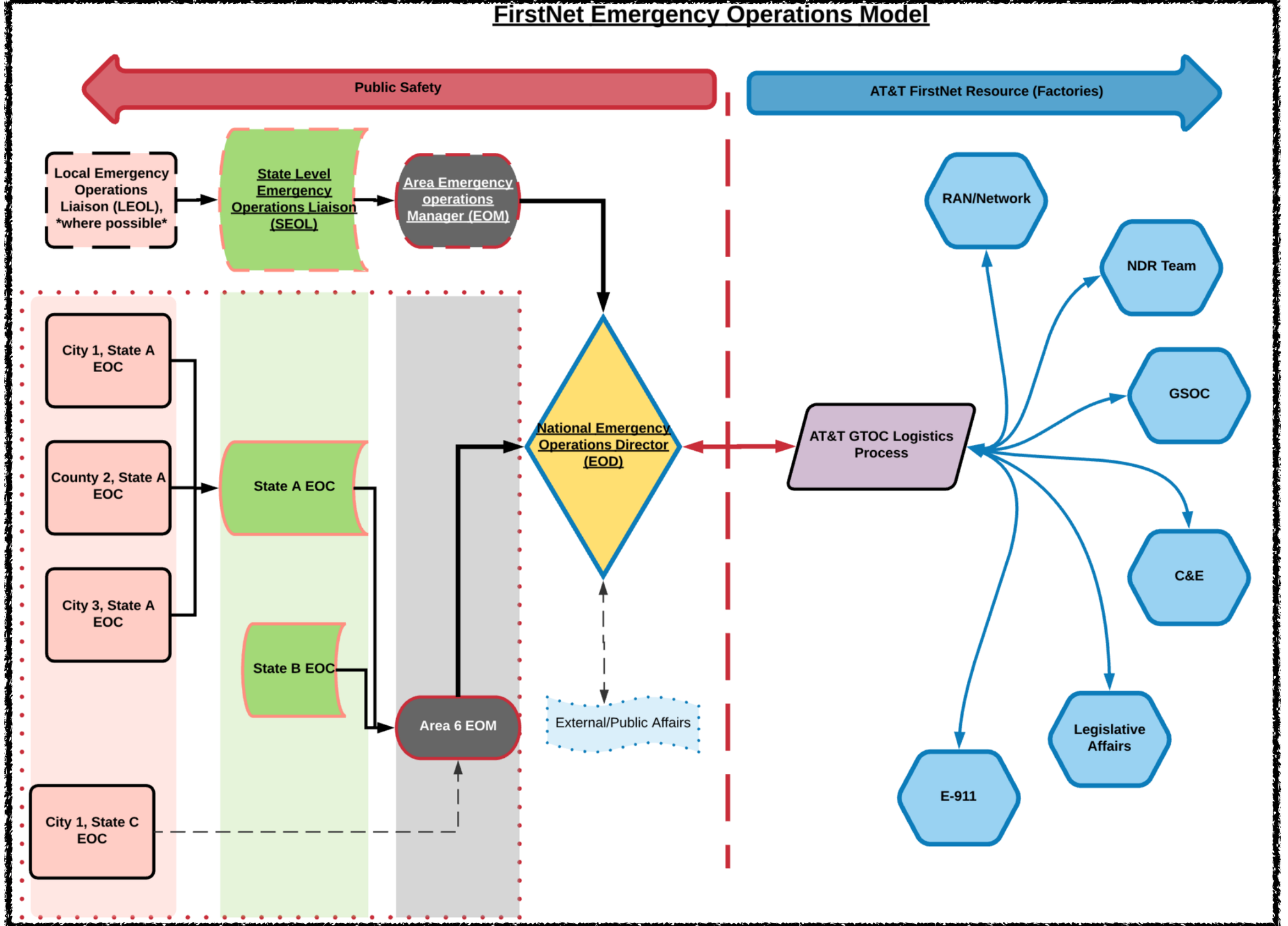

EOM
EOD

FirstNet Emergency Operations Model



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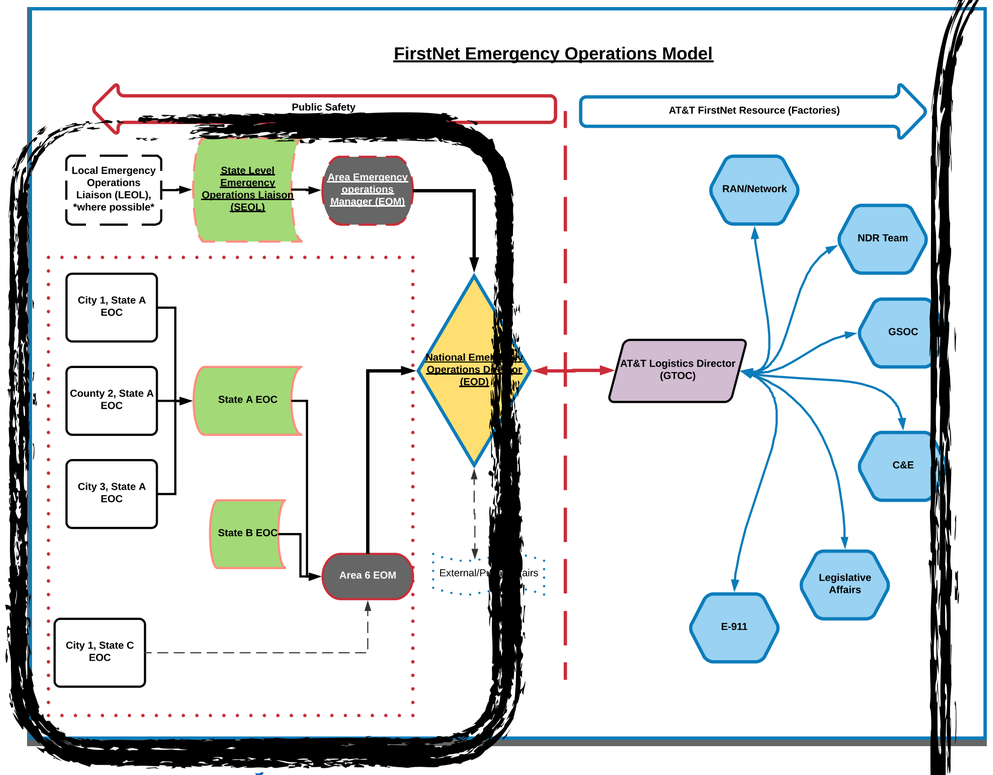

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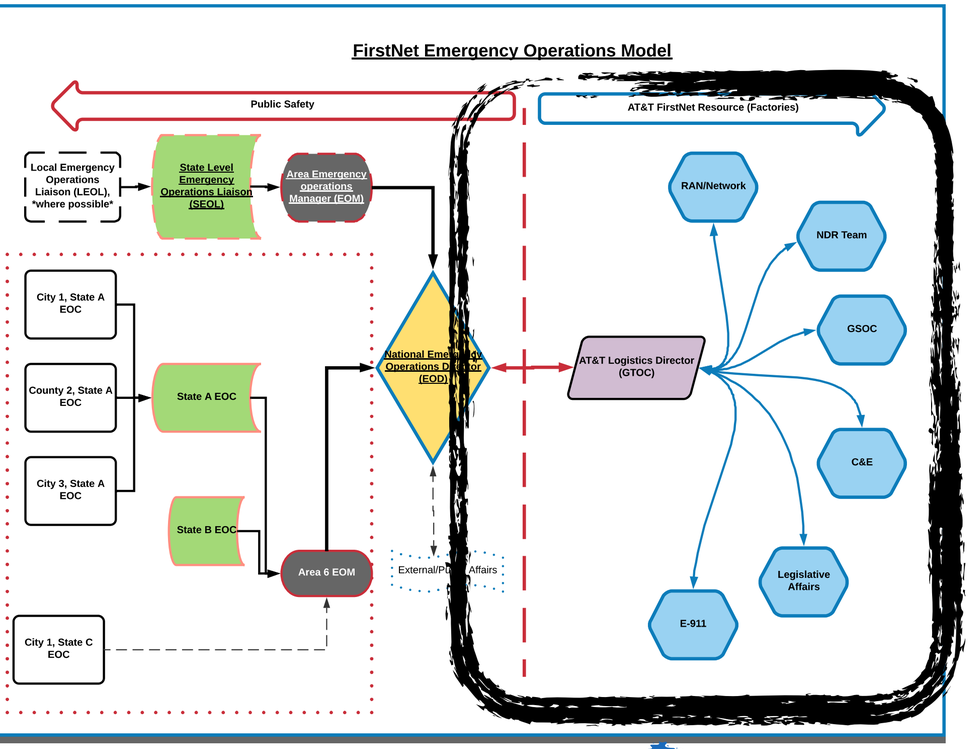

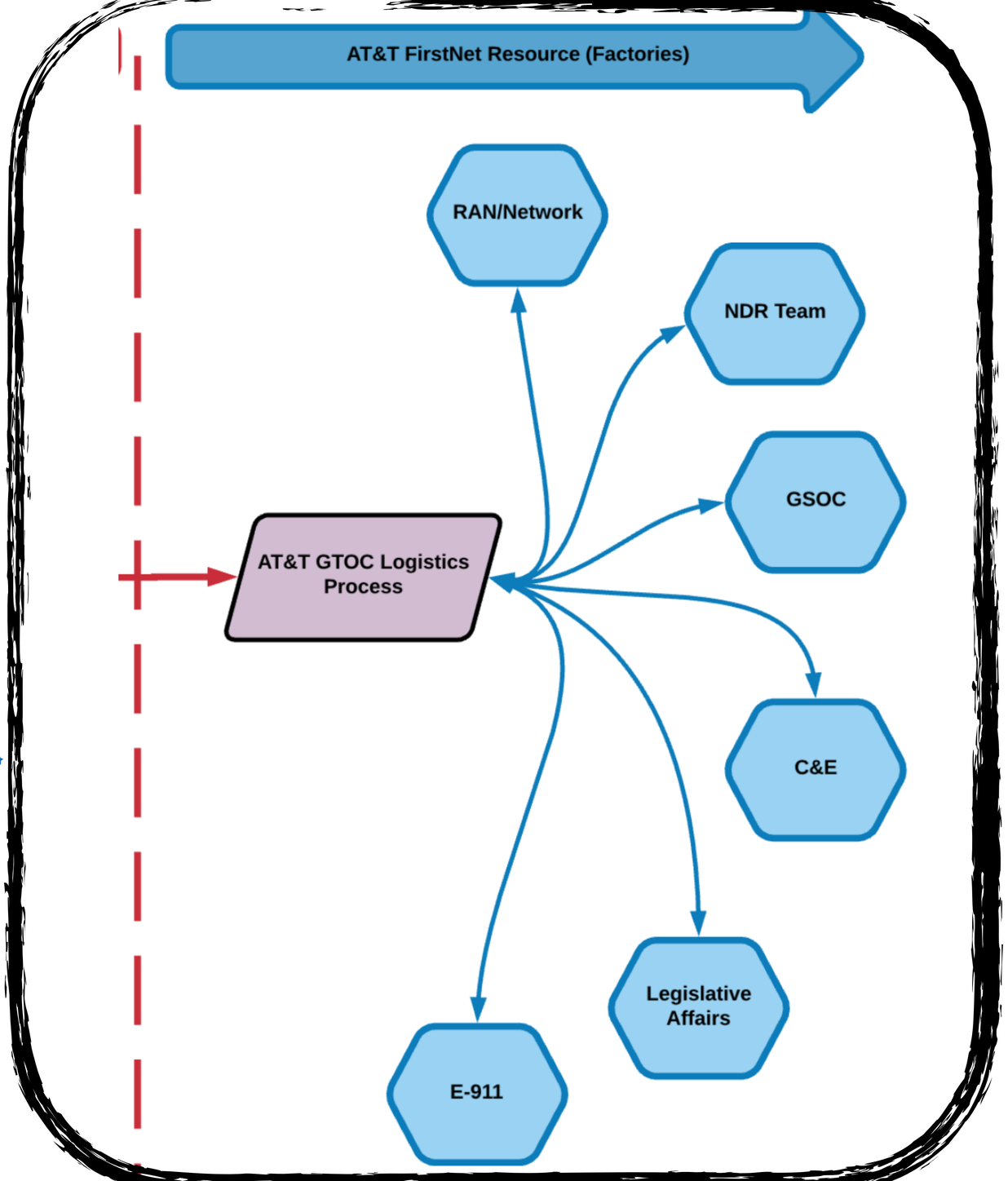

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BENEFITS OF FIRSTNET EMERGENCY OPERATIONS

Align with FEMA National Response Framework

- The Federally mandated response model for all of public safety
- Allows for direct operational status with all of public safety

First of a kind relationship with all of Public Safety

- Builds trust and operational readiness

Drastically reduces duplication of effort

- Resource requests come from one channel and point of contact
- AT&T FirstNet resources are de-conflicted prior to assignment

Handshake relationship with Extended Primary Users

- Extended Primary customers will have a direct relationship with their liaison

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NO COST

photo by NOTNEMANDon Dispatch

Types of Events

FirstNet customers may request a deployable for two different types of events:

Emergency Event

- Floods, hurricanes, wildfires, terrorist attack/man-made event, etc.
- Customer requiring a deployable to *support public safety* during an emergency event
- Deployable response target: *typically within 14 hours*

Planned/Training Event

- Conferences, expos, parades, sports events, political events, etc.
- Customer requiring a deployable for an event *to support public safety's needs*
- Submit the request *to FirstNet CARE at least 30 days in advance*

Deployables Request Flow

1. Customer/Requestor submits request by calling FN CARE
2. Triage team assembles (GTOC, NDR, RAN, ROG, etc.) to discuss the request
3. Deployables Go/No-Go decision is made
4. ROG/appropriate team informs the customer of the deployable status
5. ROG team advises internal leadership of deployment status

What we Do:

- Triage Process
- Generator
- Network Optimization
- Device Troubleshooting
- Interior Coverage

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DEPLOYABLE VIDEO

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2018 Response Operations Highlights

FirstNet – Built with AT&T

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Hurricane Florence

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Wallace, NC

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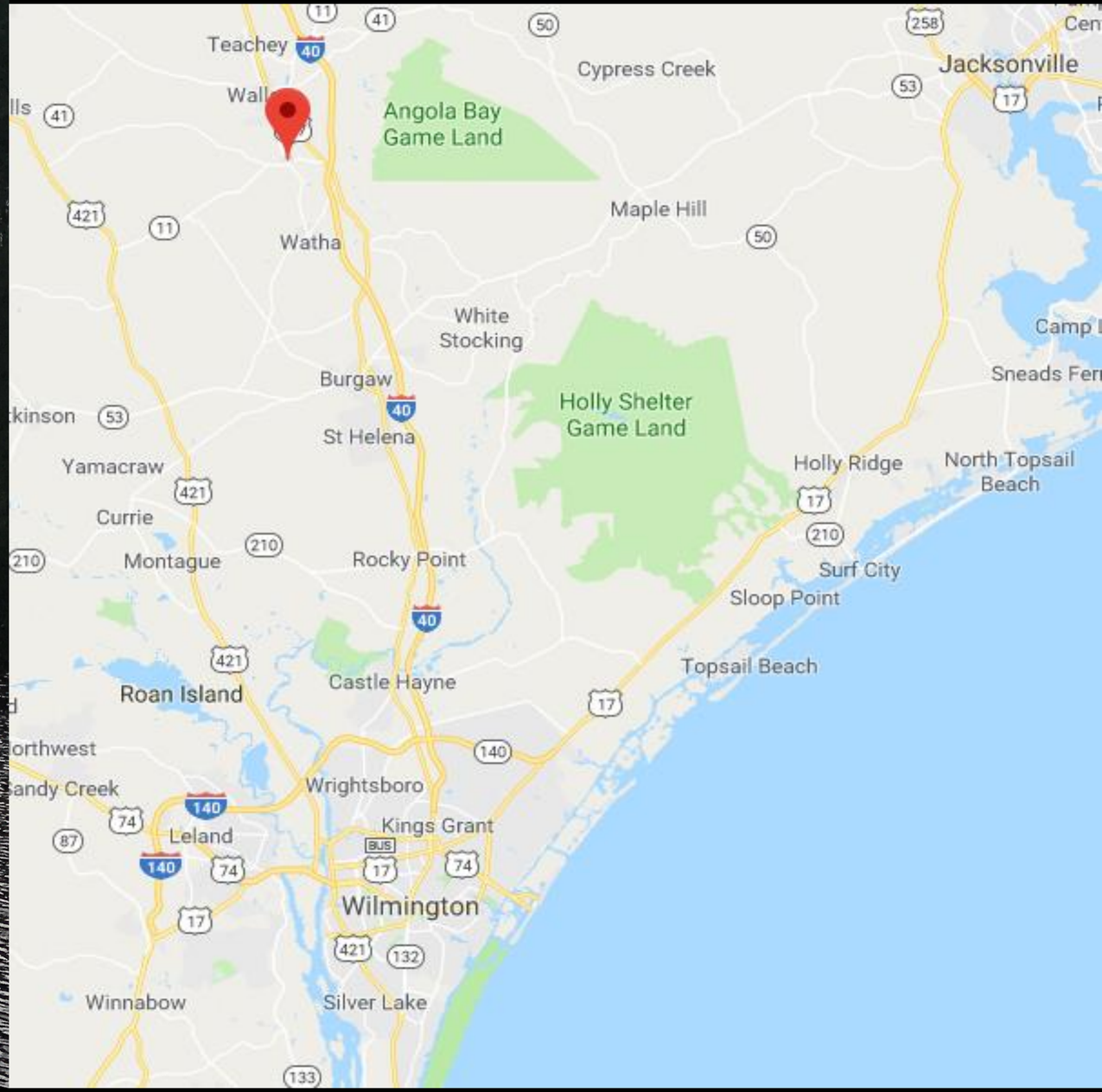
Wallace, NC



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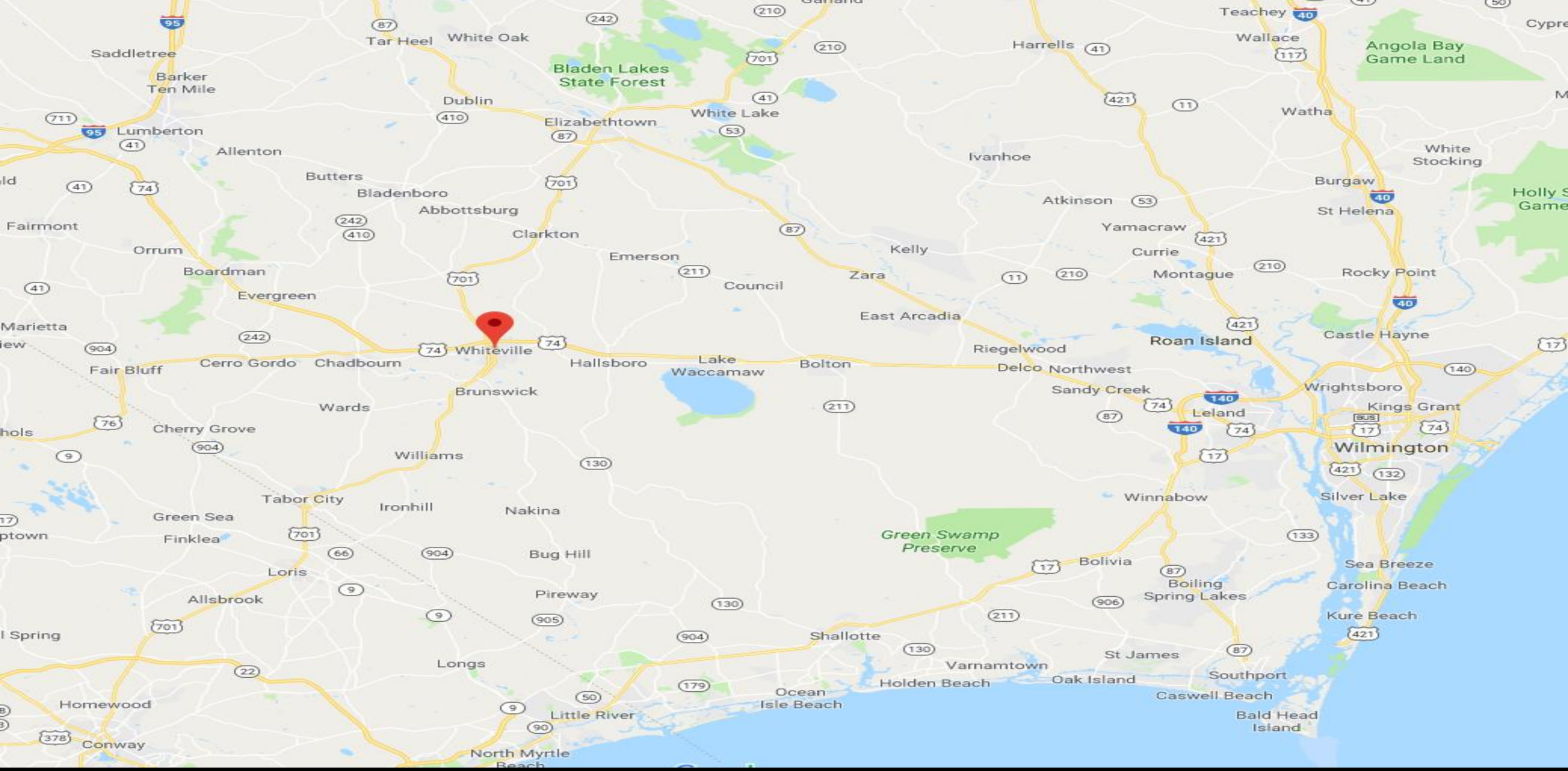
Interstate 40 near Willard, NC



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From Willard to Whiteville

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Hurricane Michael

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Challenge = Getting In

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Solution = Integration

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Mexico Beach, FL

FIRSTNET
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Mexico Beach, FL

FIRSTNET
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Mexico Beach, FL

FIRSTNET
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Panama City, **FL**

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Panama City, **FL**

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Deployment - Bay County EOC

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Deployment - Mexico Beach, FL

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Deployment - PS Staging Panama City

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Deployment - Bay Medical Center

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Deployment - **Gulf** County SO

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Deployments - Tyndall AFB, FL

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Deployment - Basecamp 1

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CALIFORNIA WILDFIRES

November 18’ Earthquakes

(Marc Lester/Anchorage Daily News/AP)

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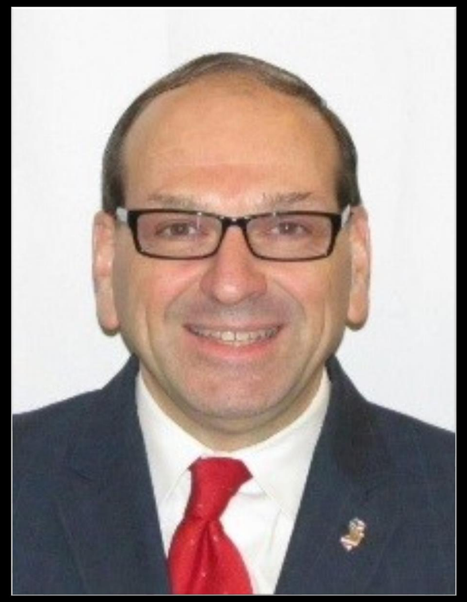
Emergency Operations

RYAN FIELDS-SPACK

AT&T Director of Strategy & Policy – FirstNet Program



FRED SCALERA

AT&T Director of Strategy & Policy – FirstNet Program

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